

Fig. 1

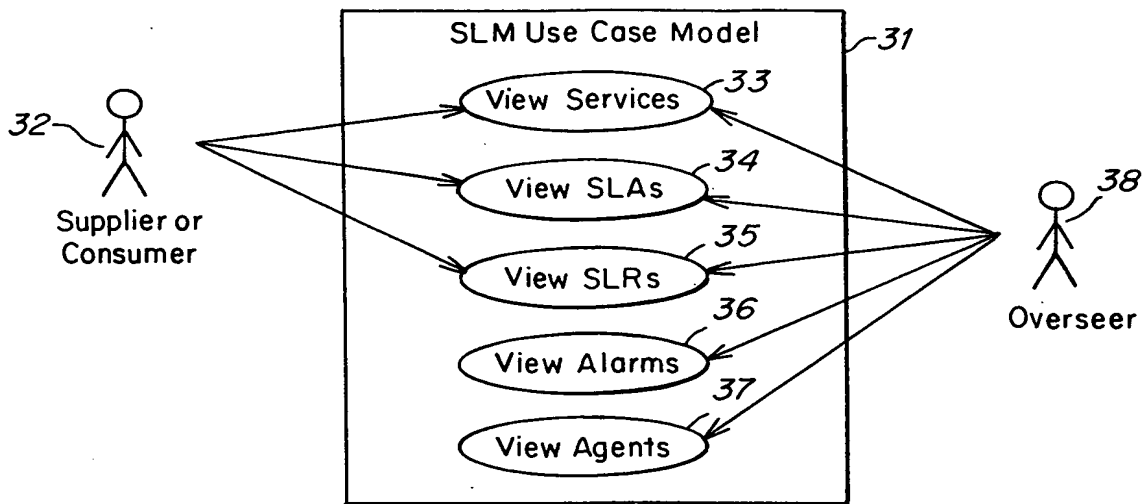


Fig. 2

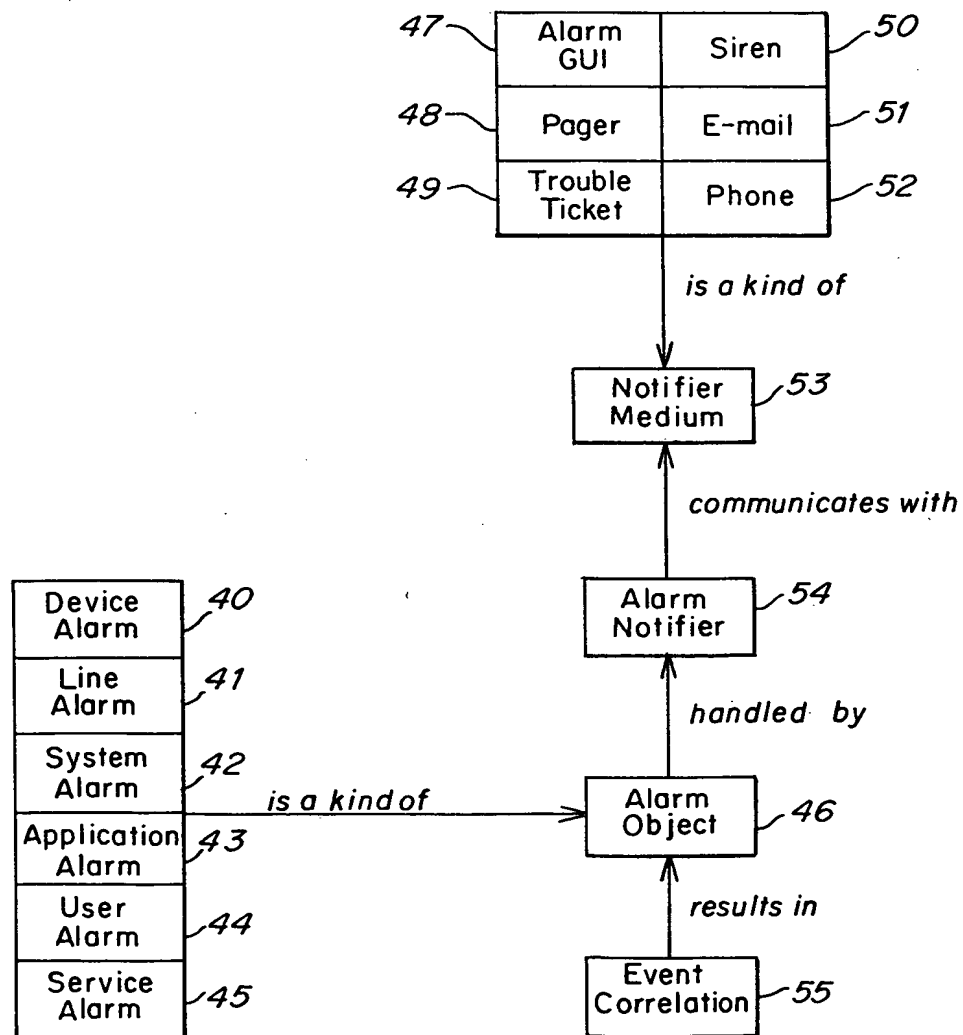
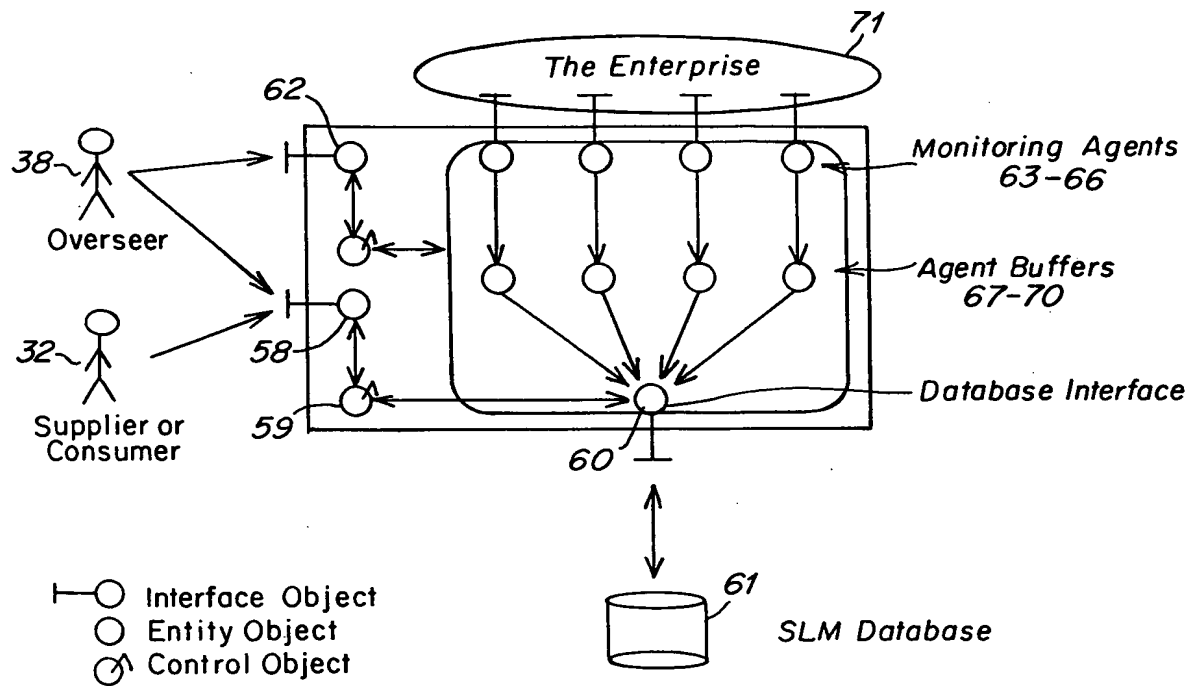
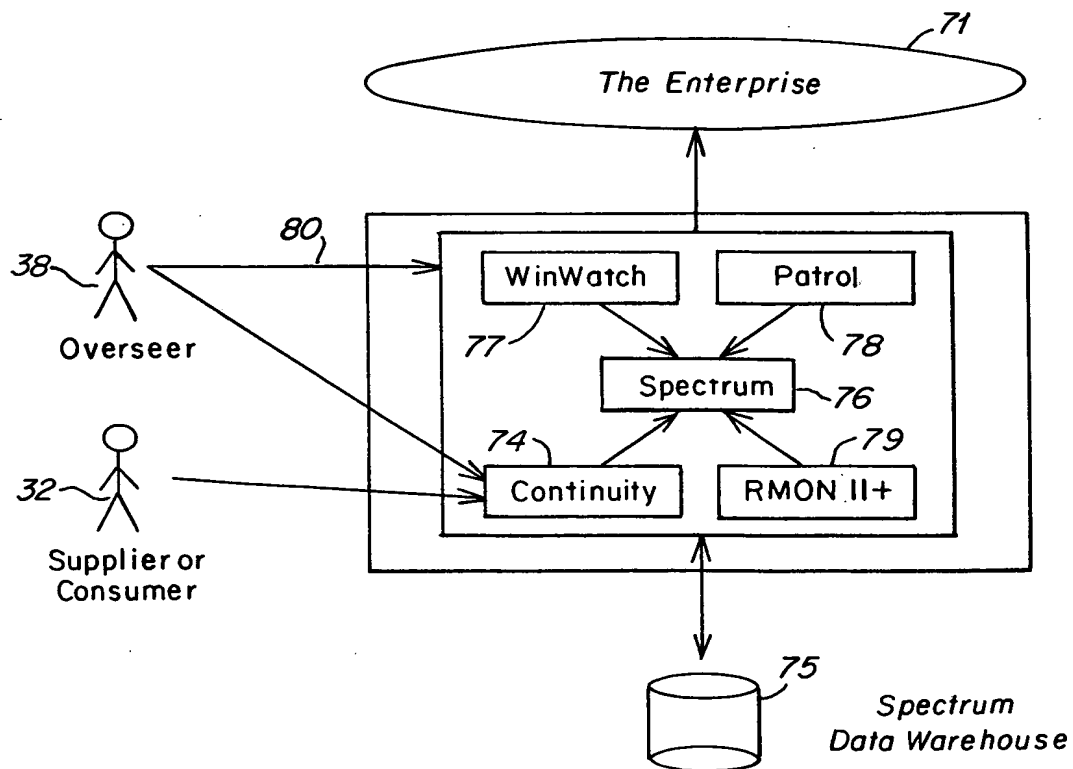


Fig. 3

**Fig. 4****Fig. 5**

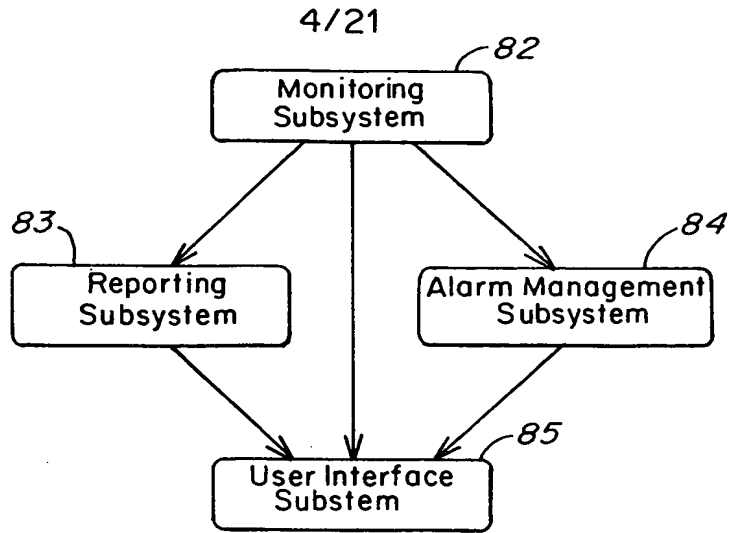


Fig. 6

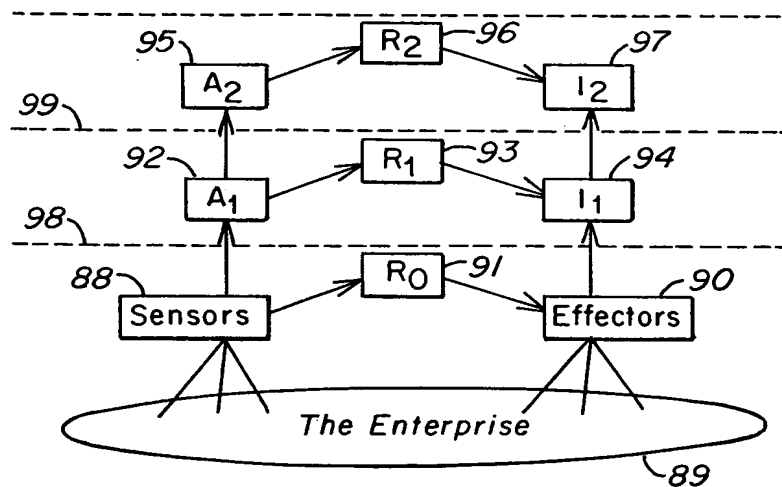


Fig. 7

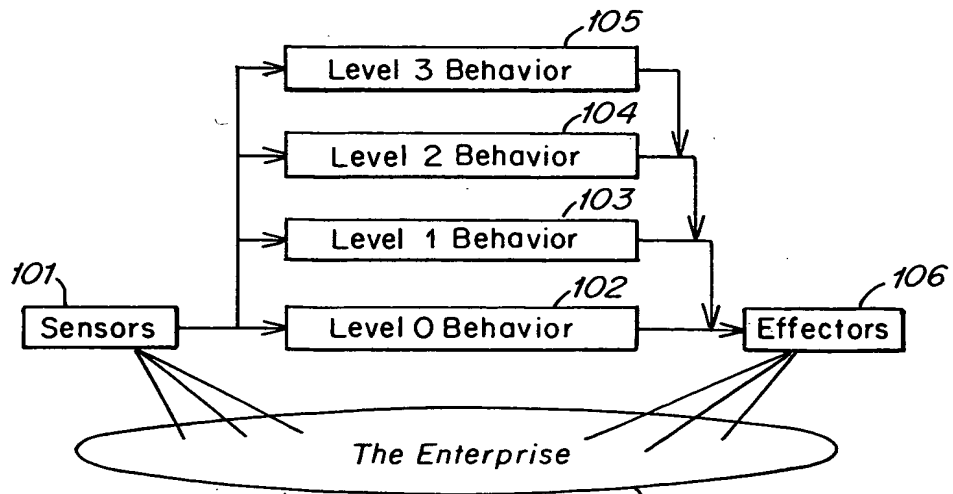


Fig. 8

Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

The Enterprise

Fig. 9

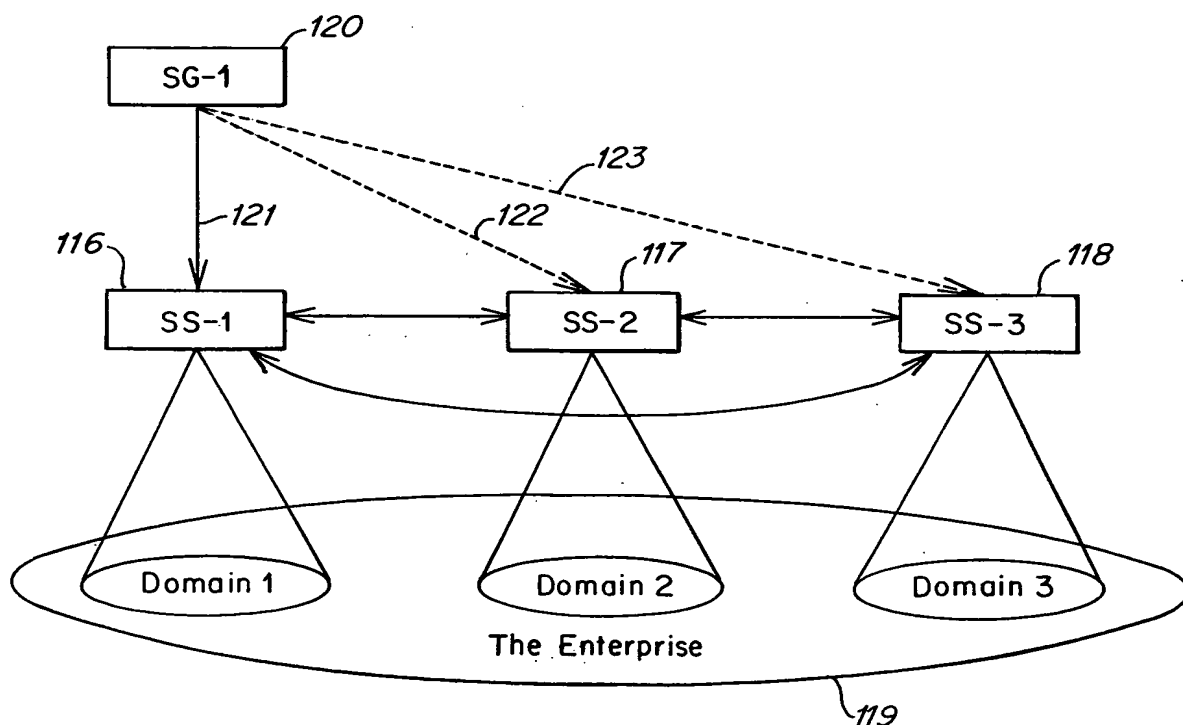
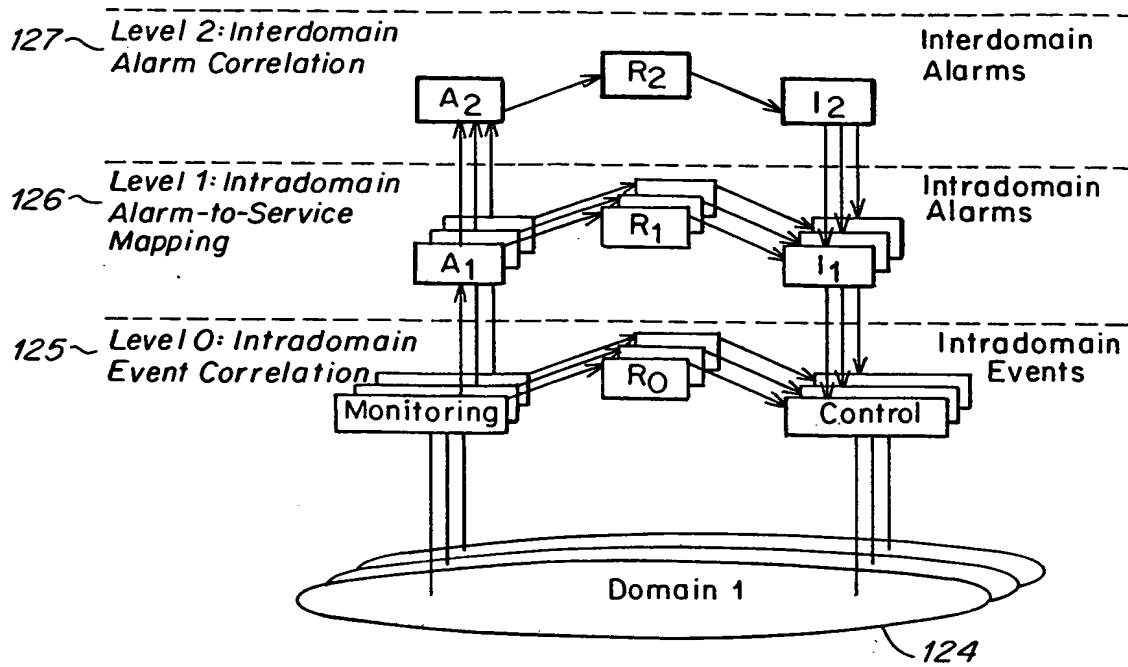
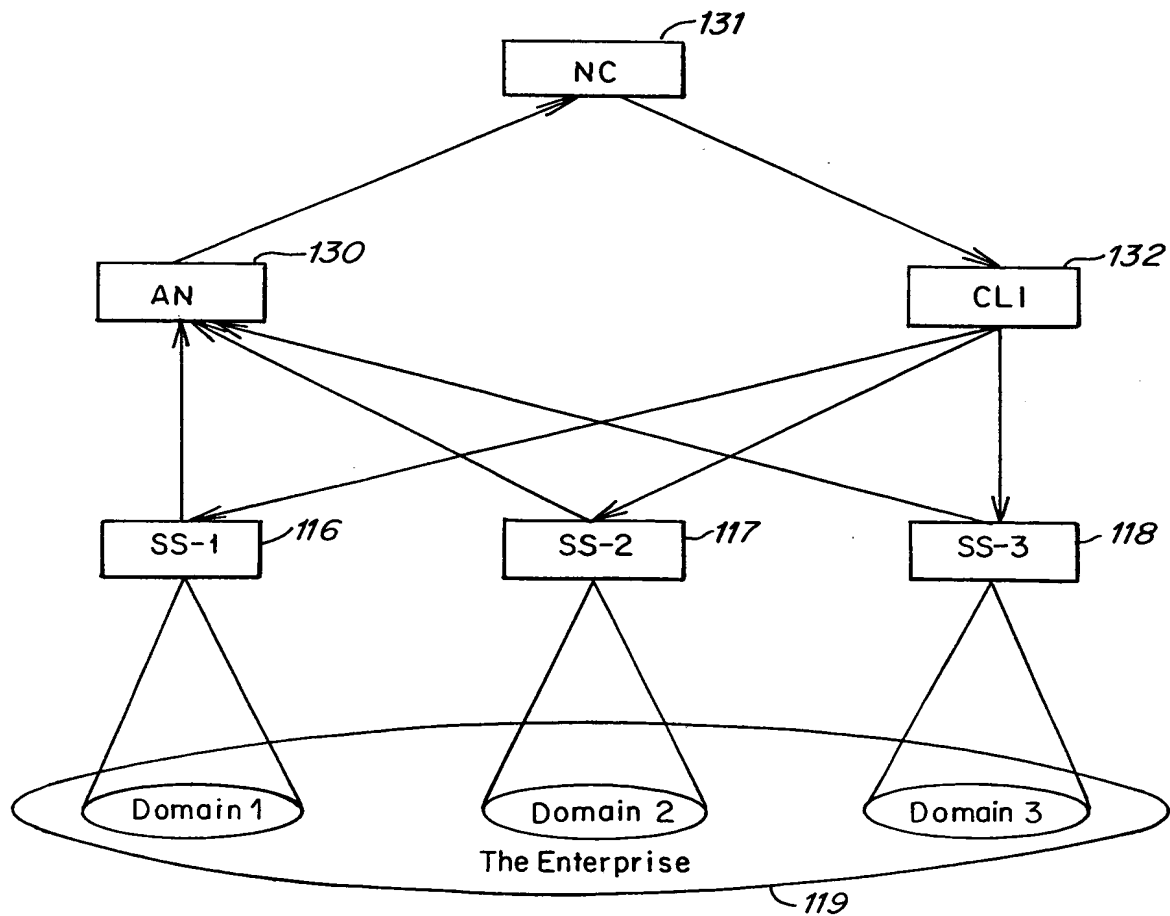


Fig. 10

*Fig. 11**Fig. 12*

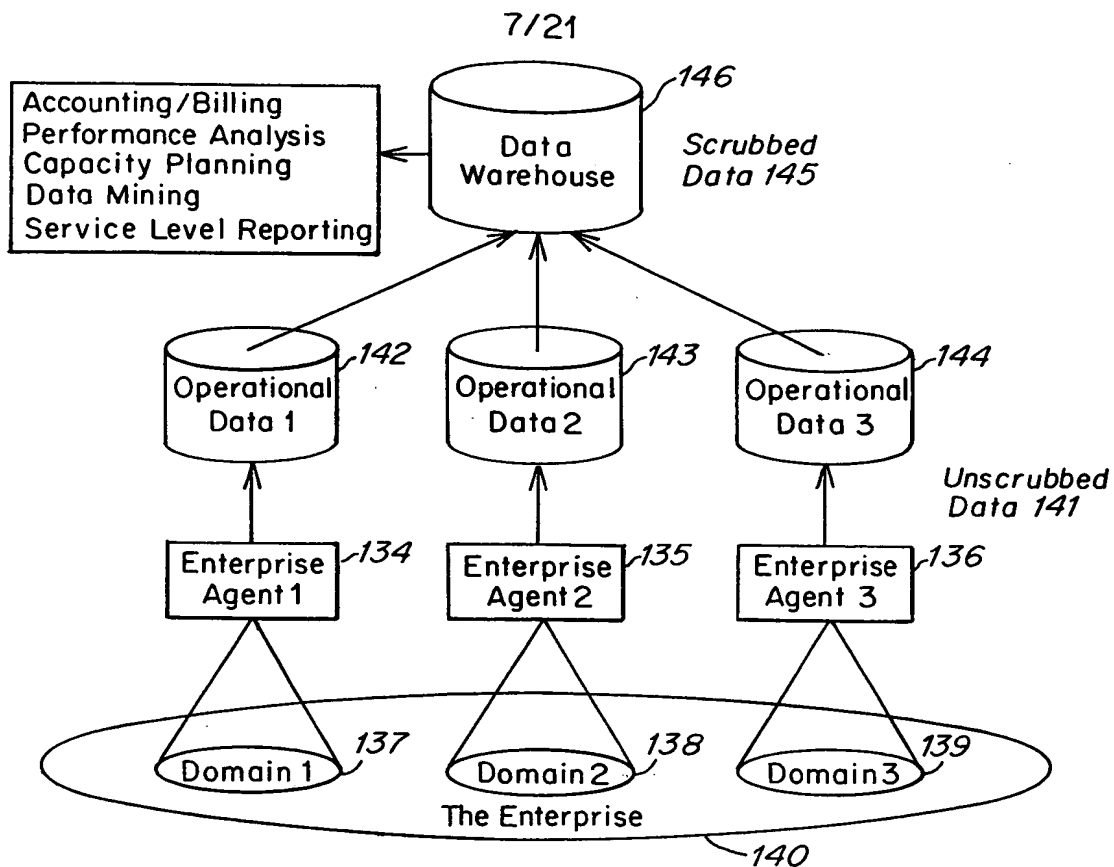


Fig. 13

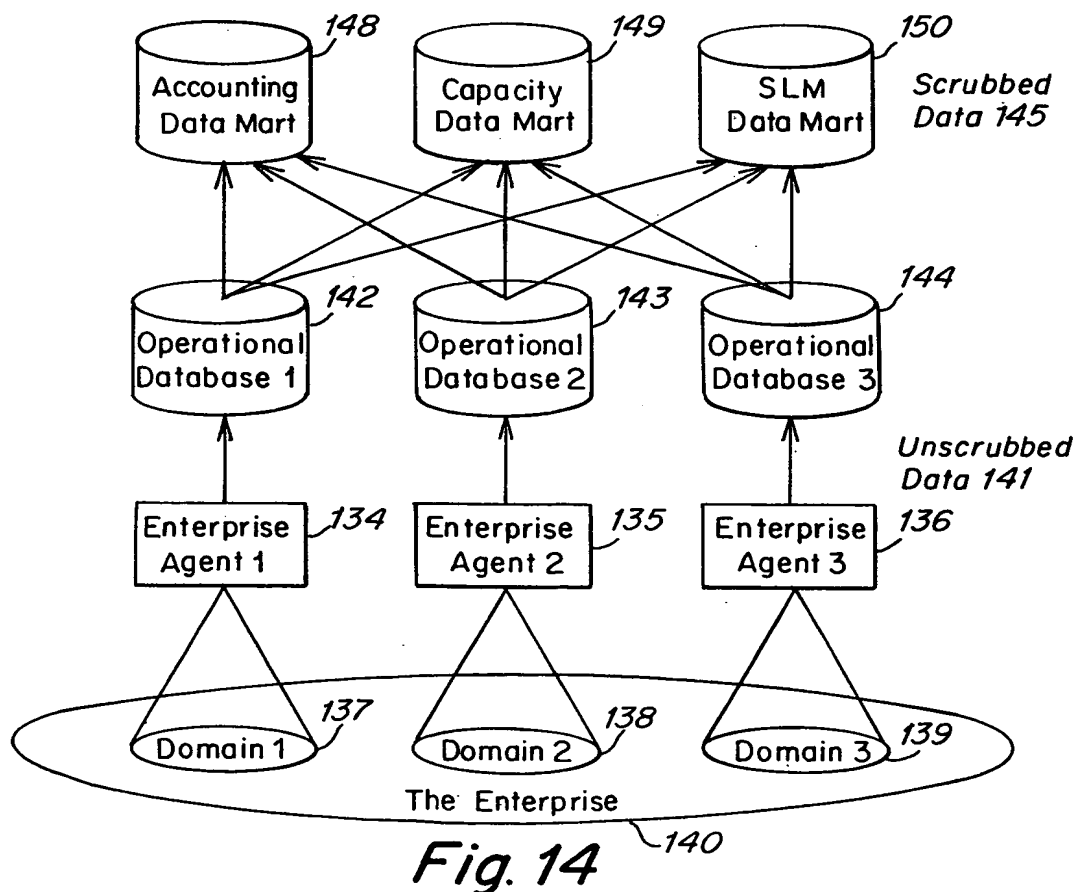
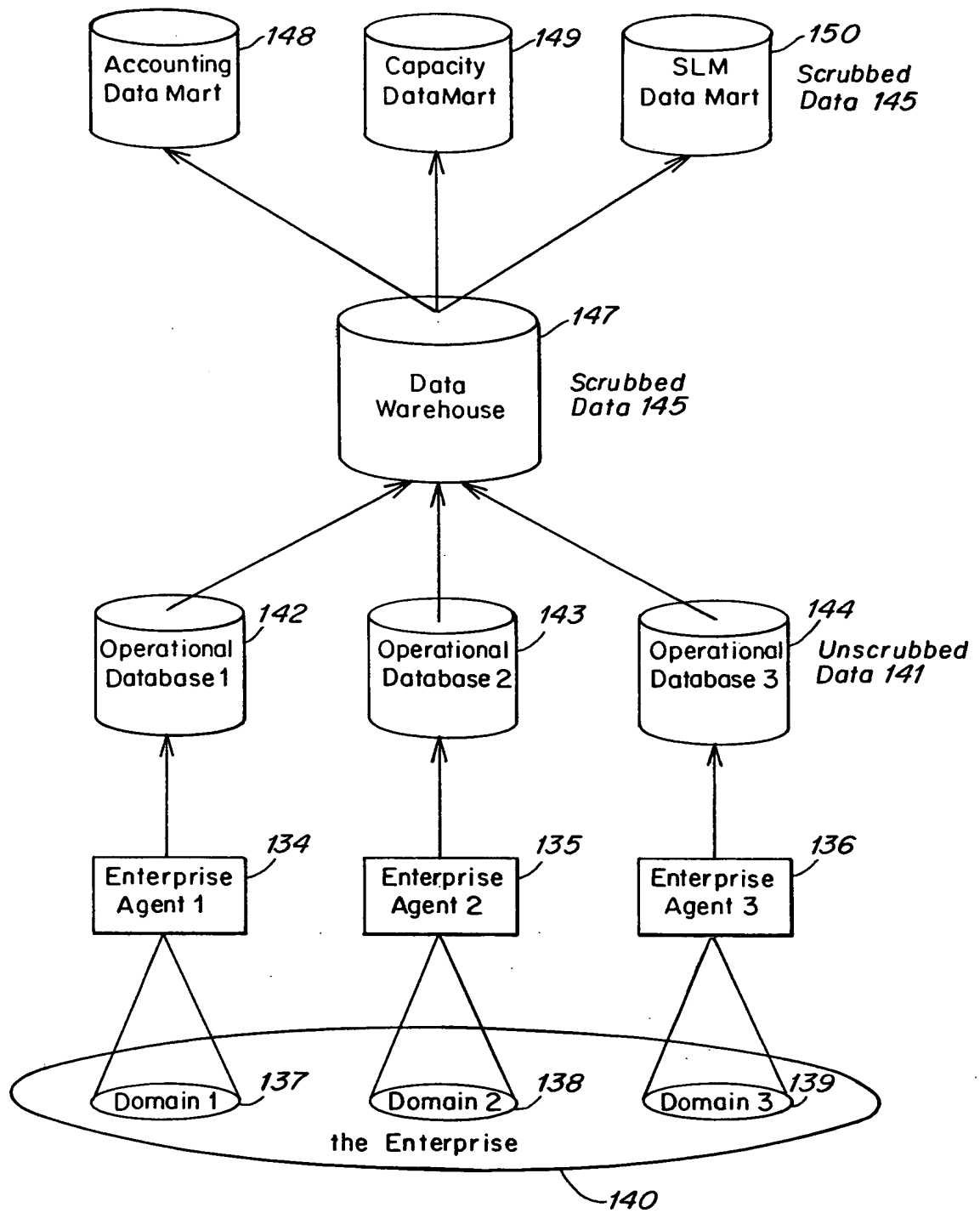


Fig. 14

*Fig. 15*

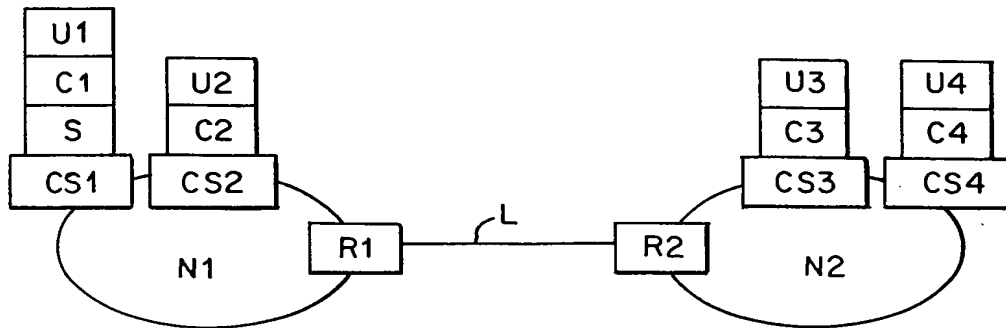


Fig. 16

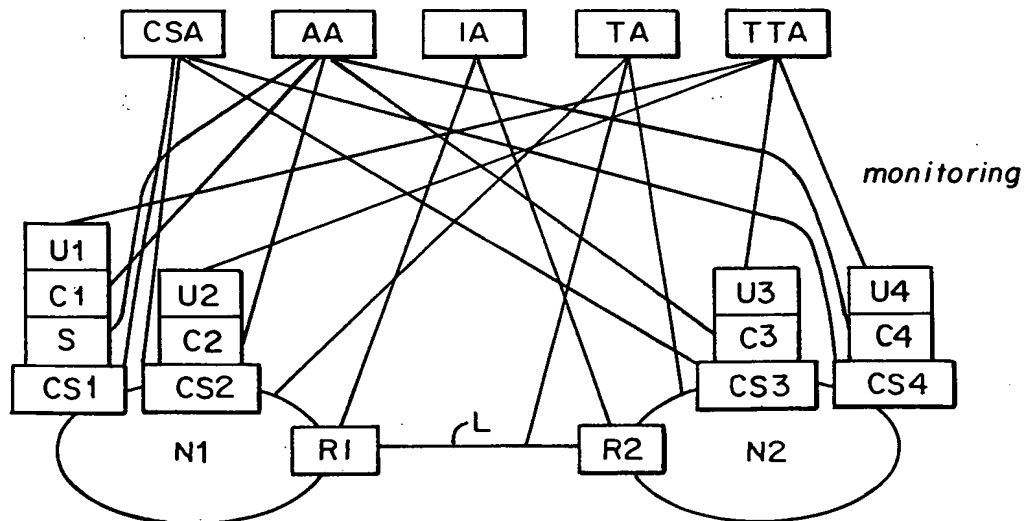


Fig. 17

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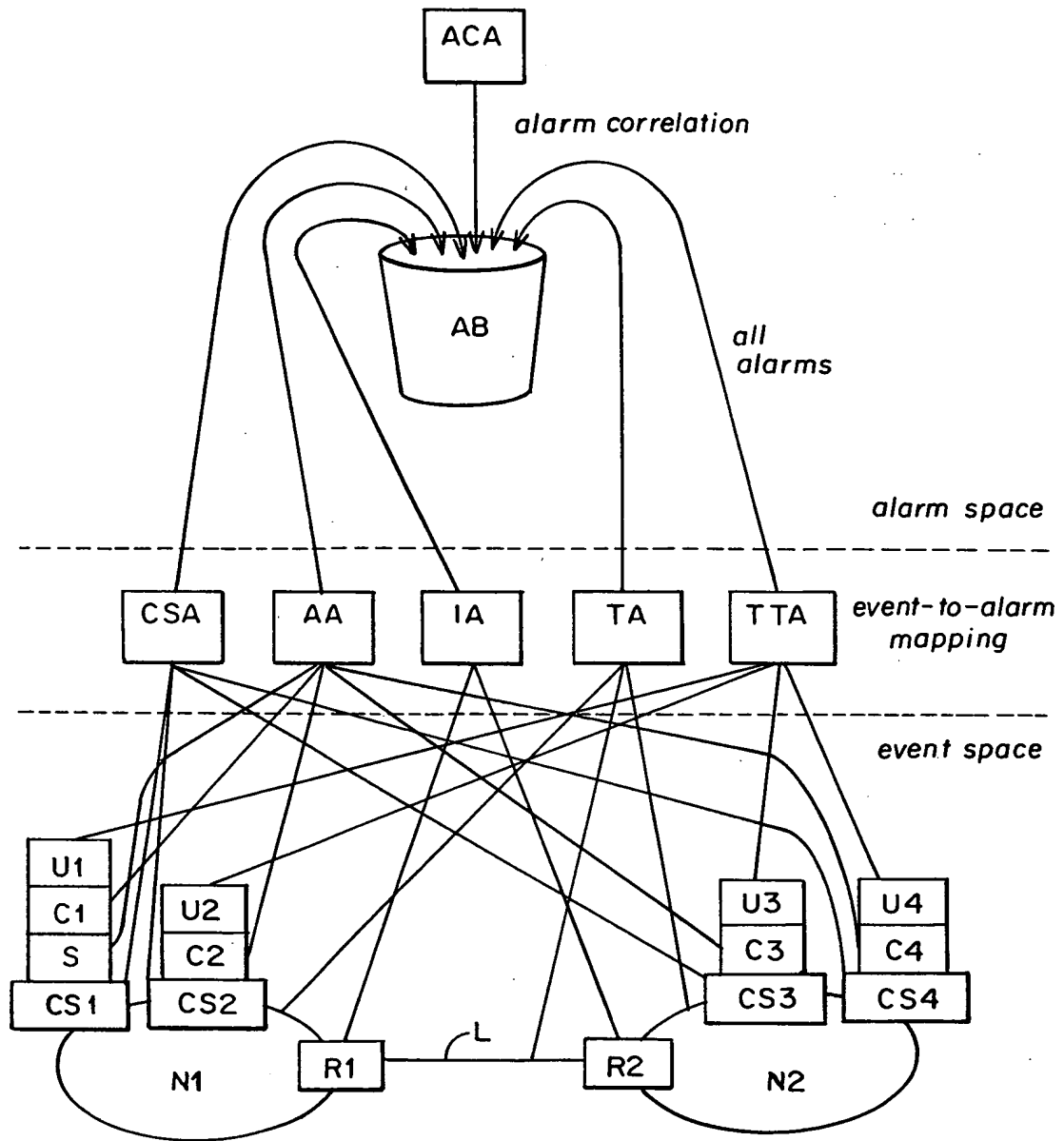


Fig. 18

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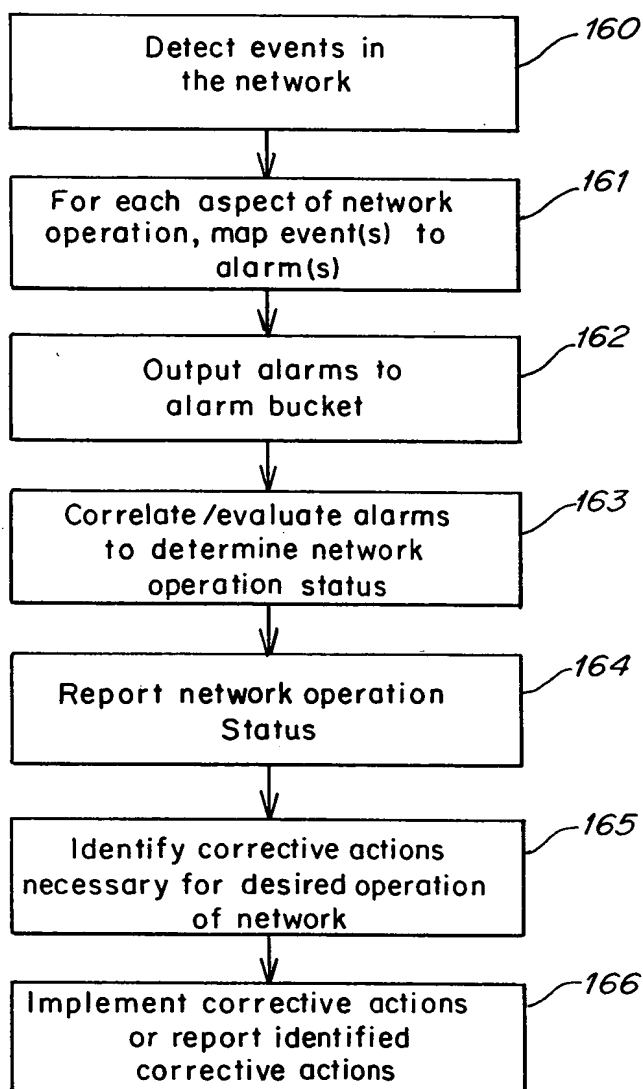


Fig. 19

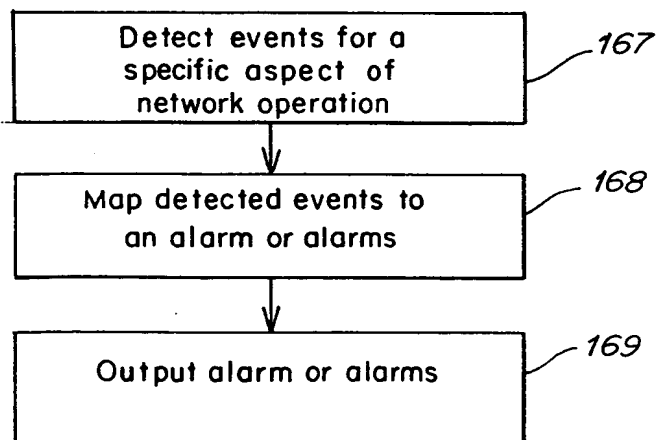


Fig. 20

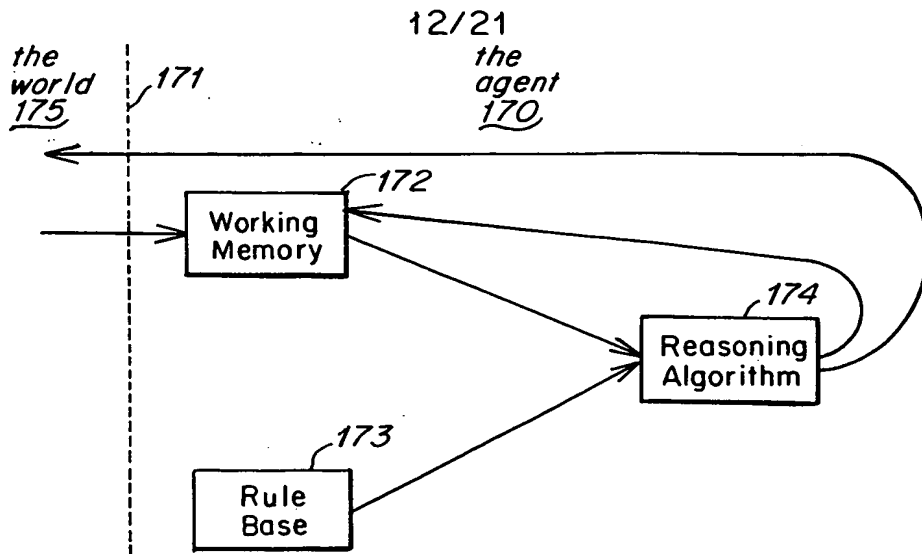


Fig. 21

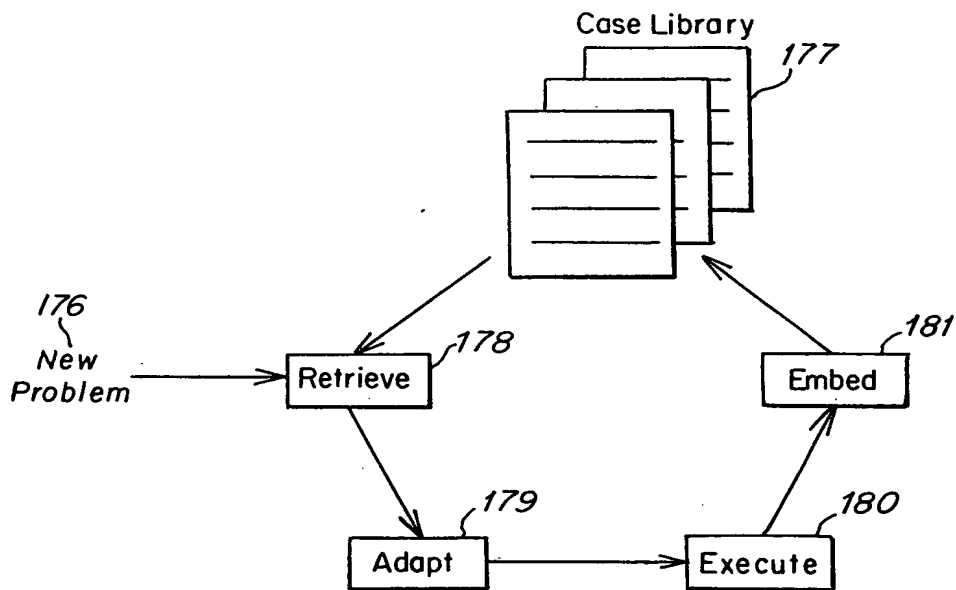


Fig. 22

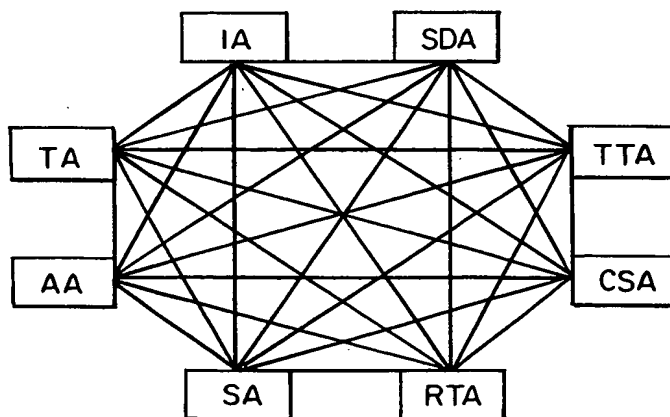


Fig. 23

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Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down ,up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24

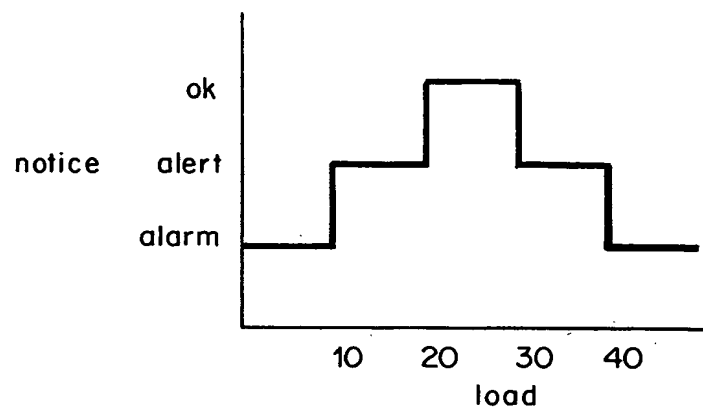


Fig. 25

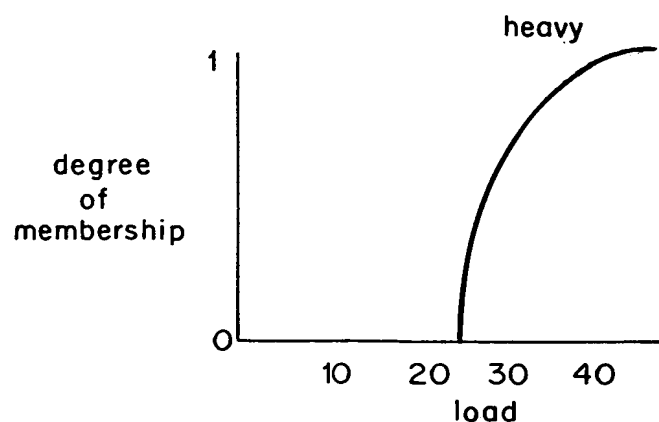
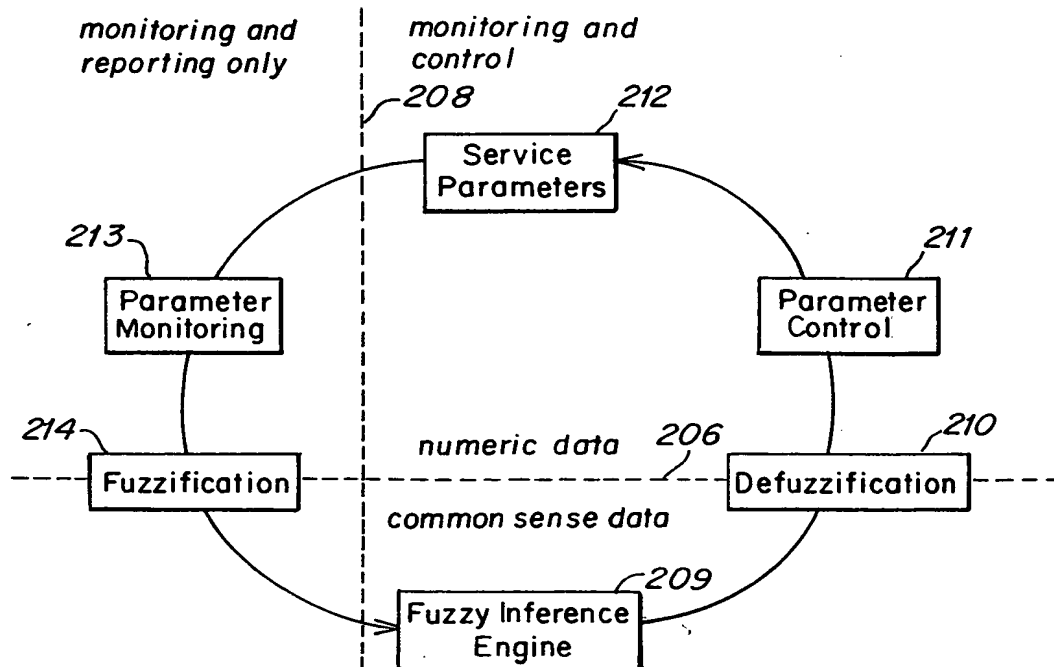
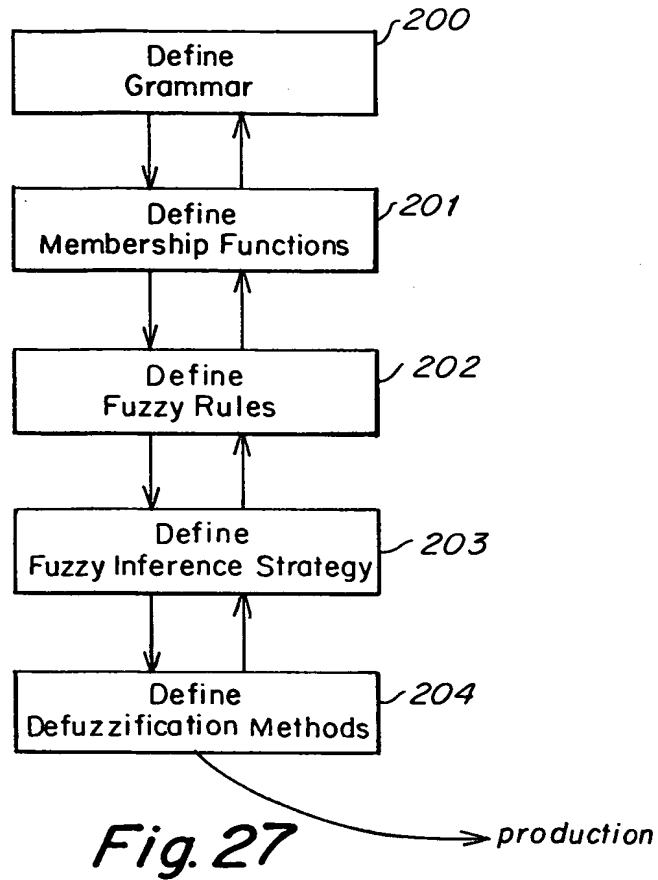


Fig. 26



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possible influences on SP 225 target 224

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
⋮								
⋮								
⋮								

222

Fig. 29a

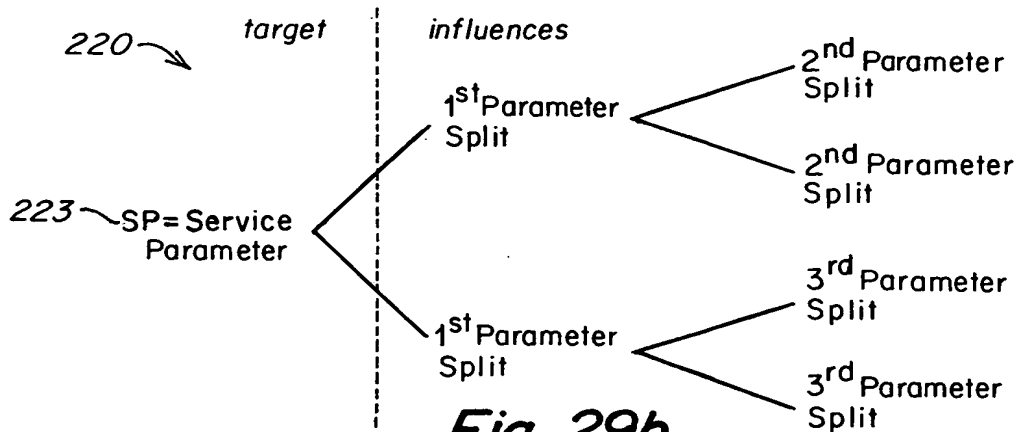


Fig. 29b



Fig. 30

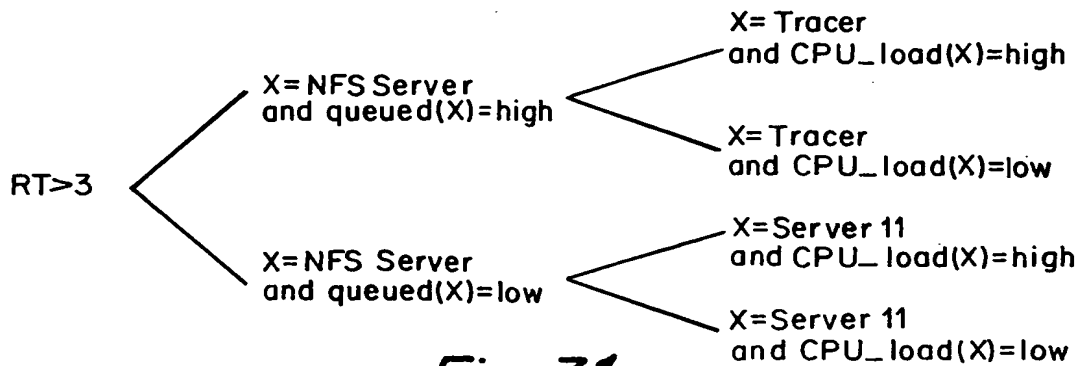
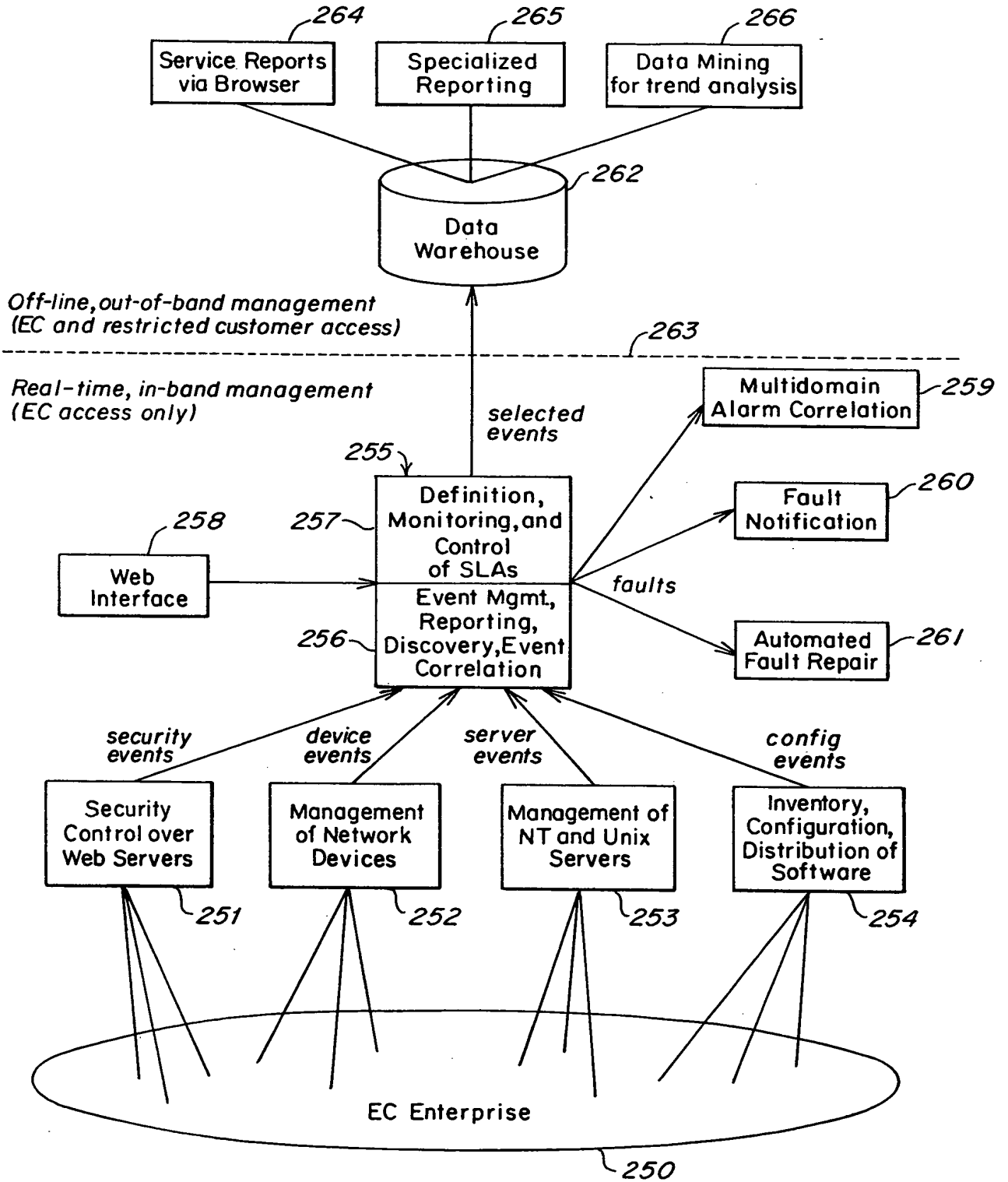


Fig. 31

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
Total:					\$___	
<i>Go Back</i>		<i>(Month)</i>			<i>Go Forward</i>	
Default: Availability___ Response time___ Security___ Integrity___						
Send			Cancel			

Fig. 32

*Fig. 33*

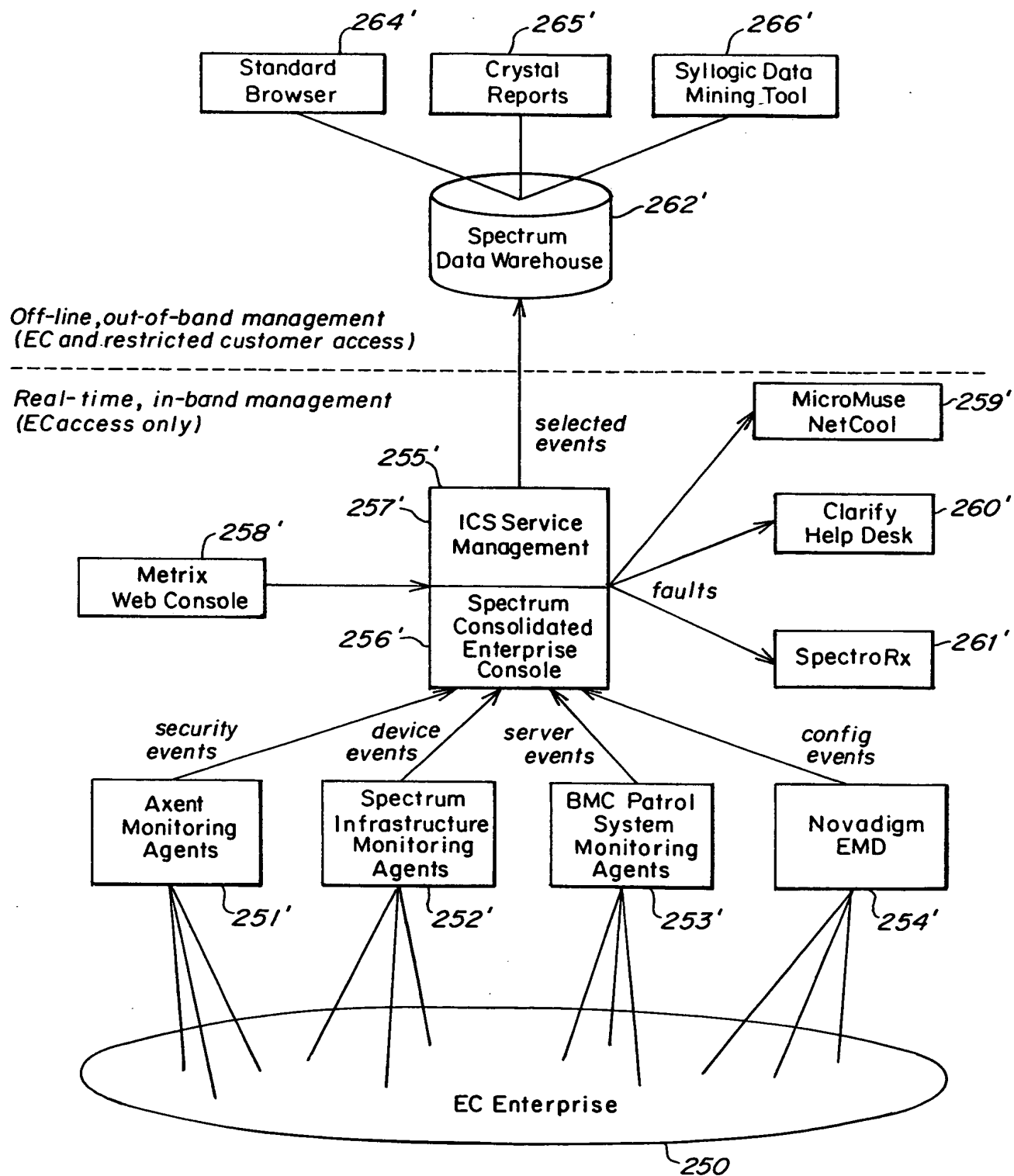


Fig. 34

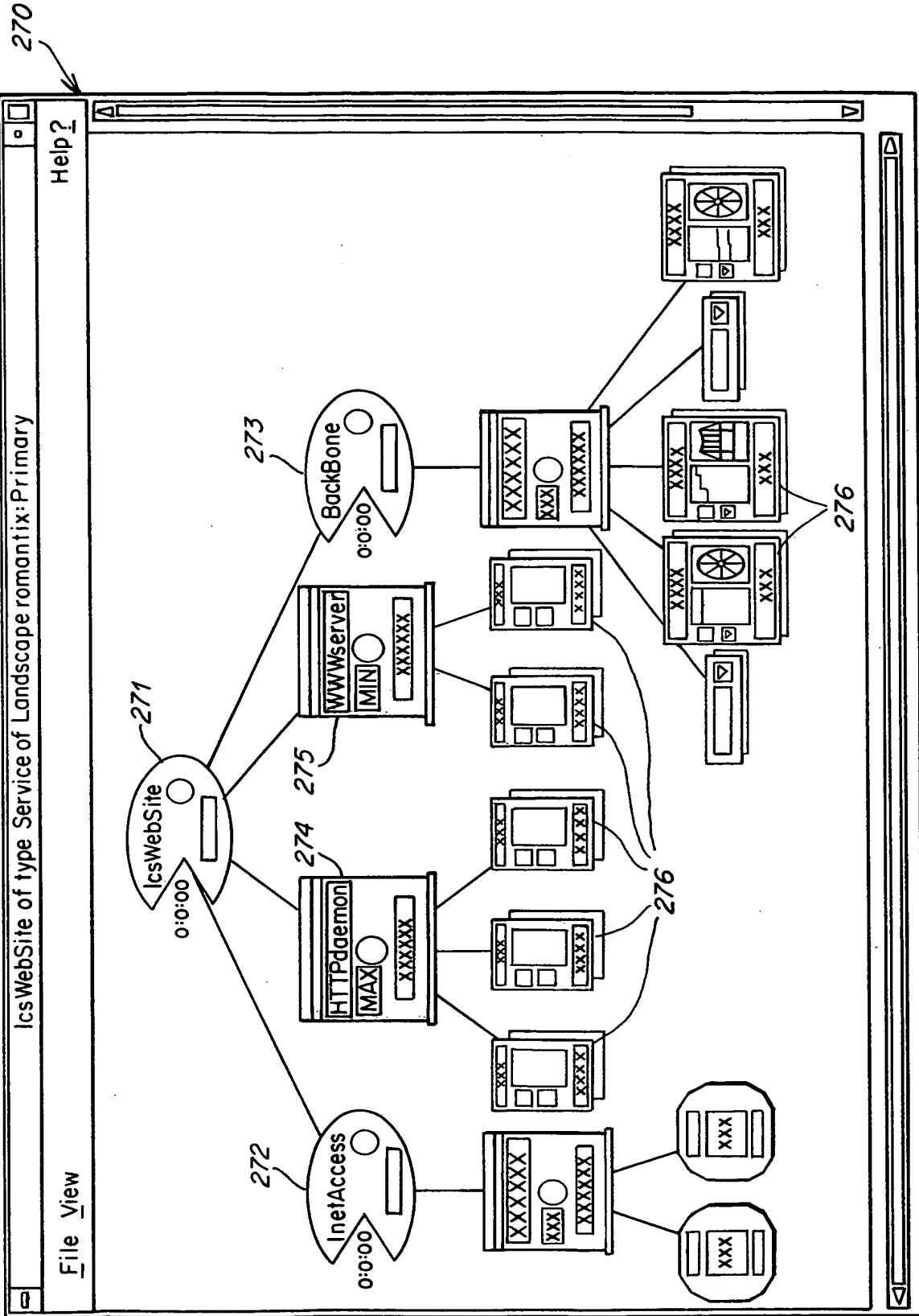


Fig. 35

281

IT for Dev of type SLA of Landscape romantix:Primary Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs

Tuesday from 08:30 hrs to 17:30 hrs

Wednesday from 08:30 hrs to 17:30 hrs

Thursday from 08:30 hrs to 17:30 hrs

Friday from 08:30 hrs to 16:00 hrs

Saturday from 08:30 hrs to 08:30 hrs

Sunday from 08:30 hrs to 08:30 hrs

Holiday from 08:30 hrs to 08:30 hrs

Holiday Dates

1,1,1,5,3,10,25,12,26,12

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ITSLA_Container of Landscape Help ?

File View

Service Level Agreements xxx

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Monitor Definition

Monitor Name: Downtime per week

Alarm Counter

xxxxxxx

xxxxxxx

xxxxxxx

Unavailability

xxxxxxx

xxxxx

Fixed Period

xxxxxxx

xxxxxxx

Rolling Period

xxxxxxx

xxxxxxx

if any threshold has been exceeded [create an Alarm] with Severity [100]

Create Monitor

Cancel

Fig. 36

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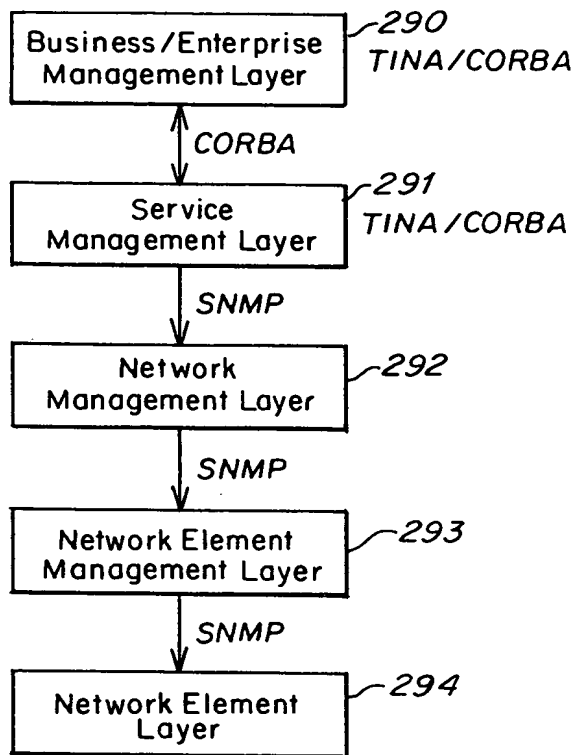


Fig. 37

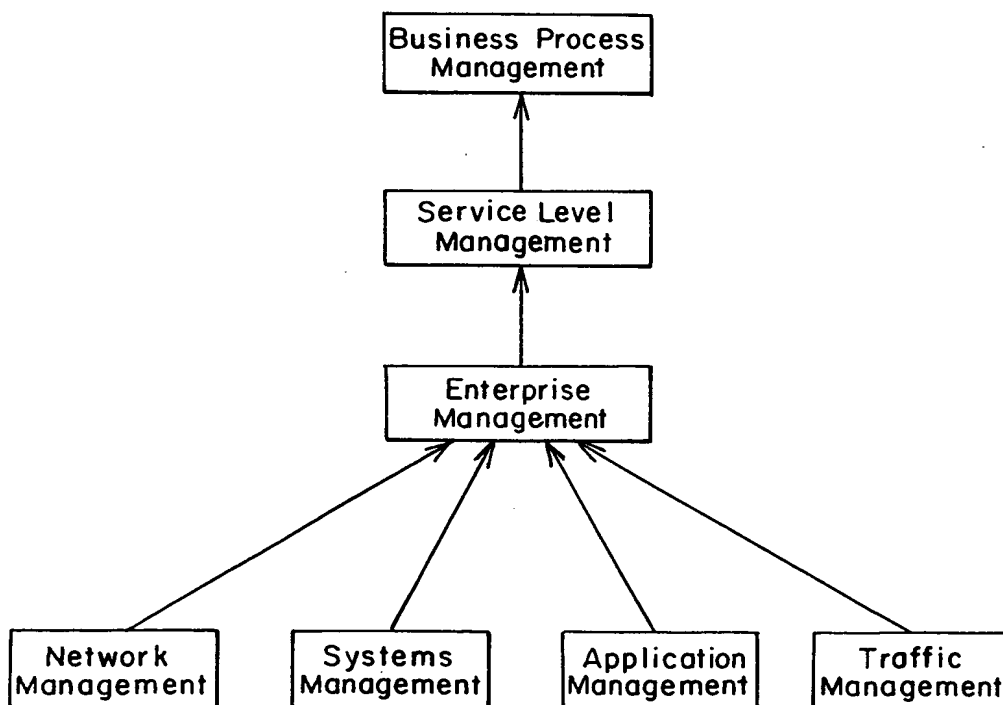


Fig. 38